In-Home Supports Assurance System (ISAS)

** IMMEDIATE ACTION REQUIRED **

Registering for ISAS

You should **immediately** complete the following:

1. Watch the training webinars found at www.Ltsstraining.org.
2. Set up your voiceprint by calling 1-888-963-4727.
3. Register your email address (if you have one) by calling 1-855-463-5877 or emailing dhmh.isashelp@maryland.gov the following information:
   - Your name
   - Your phone number
   - Your provider number
   - Your participant's waiver program (e.g. CO or CFC)

Clocking In and Out

Beginning on the **effective date** of your **enrolled** client's **active** and **approved** Plan of Service (POS):

1. You **must** clock in and out of ISAS at the start and end of each shift to bill for services and receive payment.
2. To clock in and out, call **1-855-463-4727** (1-855-4MD-ISAS). You will need the following information when you clock in or out:
   a. Your participant's Medical Assistance (MA) number
   b. Your provider number
   c. Your social security number
3. Listen to the system questions and enter the correct information. A guide of the questions you will hear is printed on the back of this sheet.

Reviewing Your Clock In and Out Times

If you registered your email address (see step 3 under "Registering for ISAS"):

a. Access ISAS online at: **https://Ltssmaryland.org**
b. Enter your 'User Name' and 'Password'. Do **NOT** share your user name or password with anyone.
c. Go to the 'Reports' tab, find the 'Services Rendered Report' and click 'View'.
d. Enter the service dates you want to view, and then click 'View Report'.
e. To enter a missing partial or full shift, follow the directions in the "ISAS Reference Guide for Exceptions, Billing and Adjustments". You can access the Reference Guide at: www.Ltsstraining.org

If you do not have an email address:

a. Call 1-855-463-5877 between 6 a.m. and 8 p.m.
b. Ask the Help Desk operator to review your clock in and clock out times.

Guide to the ISAS Call-In System

<u>Greeting</u>:

"Welcome to the ISAS Maryland Clock In and Clock Out System."

<u>Prompt 1: Always Required</u>

"For personal assistance services, press '1'. For shared attendant services, press '2'."
- If you press 1:
  - *"You selected personal assistance services. If this is the correct service, press '1'. If this is the wrong service, press '2'."*
- If you press 2:
  - *"You selected shared attendant services. This means you are working for more than one client at the **same** time. To bill correctly, clock in and clock out using only **one** client's information. The system automatically records times for both clients. If this is the correct service, press '1'. If this is the wrong service, press '2'."*

Prompt 1A: Sometimes Required (Required if provider is not calling from participant phone)
"Enter the client's 11 digit MA number."

Prompt 1B: Sometimes Required (Required if the participant has an OTP device)
"Enter the 6 digit OTP passcode."

<u>Prompt 2: Always Required</u>

"Enter your 9 digit provider number."

Prompt 2A: Sometimes Required (Required if an agency has more than 20 staff providers)
"Enter the last 4 digits of your social security number."

<u>Prompt 3: Always Required</u>

"Provide your voiceprint after the beep. Press the pound (#) key when you are finished."

Prompt 3A: Sometimes Required (Required if provider's voiceprint fails twice)
*"Enter your **<u>full</u>** 9 digit social security number."*

<u>Prompt 4: Always Required</u>

"To clock in, press '1'. To clock out, press '2'."
- If you press 1:
  - *"You selected to clock in. Press '1' to continue or press '2' to cancel action."*
- If you press 2:
  - *"You selected to clock out. Press '1' to continue or press '2' to cancel action."*

<u>Ending</u>:

"You clocked in at [Time]. Goodbye."

OR

"You clocked out at [Time]. Goodbye."

ISAS CONTACT RESOURCE SHEET

When to Access Ltsstraining.org

Go to Ltsstraining.org for questions about registering for online access to ISAS, getting started in ISAS, watching webinars, and accessing the most recent ISAS Reference Guide

When to Contact the ISAS Help Desk

Call the ISAS Help Desk at 1-855-463-5877 or email ISASHelpDesk@feisystems.com

- Registering for ISAS and/or setting up a log-in account
- Call 1-888-963-4727 to set up a voiceprint
- Technical support issues with voice print, OTP devices, or system response on the call-in system or ISAS website
- *(Independent Providers ONLY)* Enter missing times for shifts worked

When to Contact PPL *(Independent Providers ONLY)*

Call 1-800-686-0734 or email pplmddhmh@pcgus.com.
- Questions regarding tax withholding, provider/participant enrollment forms, information listed on pay stub

When to Contact DHMH

ISAS TEAM

Call 410-767-1719 or email dhmh.isashelp@maryland.gov
- Exceptions marked as "DHMH ISAS Team" (refer to page 10 in ISAS Reference guide, which is available on the ISAS home page and LTsstraining.org)
- For ISAS related policy and/or ISAS report inquiries
- Report issues with ISAS Help Desk customer services

Providers with access to email are strongly encouraged to contact DHMH ISAS staff via email instead of phone.

CO and CFC WAIVER UNIT

Call 410-767- 1739 or email dhmh.coproviders@maryland.gov
- Provider enrollment or the provider application process for the CO or CFC waiver programs
- Billing questions for: MAPC, Nurse Monitoring or Nursing Supervision
- *(Independent Providers ONLY)* All hours are properly recorded in ISAS and there are no exceptions preventing payment yet check received was inaccurate
- *(Independent Providers ONLY)* Report issues with PPL's customer services